

HOLDEN SERVICE PARTS OPERATION

PDR

DEALER USER MANUAL

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Picking Discrepancy Reports



1. LOGON TO THE SYSTEM

To logon to the Dealer Online Claims system, perform the following steps.

The screenshot shows the CEVA Logistics website homepage. At the top right, there is a 'Quick link' box containing a list of links. One of the links, 'Web Services for all online applications', is highlighted with a red arrow pointing from the text above it.

CEVA Logistics is a Leading Global Logistics Company. CEVA designs, implements & operates Compl - Microsoft Internet Explorer p

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Address http://au.cevalogistics.com/

CEVA Logistics IS THE NEW NAME FOR TNT Logistics

SECTORS Choose ... Go

Excellence reborn Howard Critchley, Managing Director

CEVA Logistics is the new name for the now independent former TNT Logistics. The formation of our new global company, as part of the recent sale of TNT Logistics, allows us to focus 100% of our energies on being your leading Australian service provider in logistics.

SERVICES Choose ... Go

Our mission is clear. We are energised with a renewed sense of dedication in making sure CEVA is totally committed to exceeding our customers' expectations. From our extraordinary past as a division of TNT we are committed to an even greater future. Our excellence in this regard will continue. This is our promise.

News

- * 23 April 2008 - 10:27 CET CEVA Logistics wins distribution contract with NHS Scotland
- * 18 April 2008 - 17:55 CET Twinings renews contract with CEVA Newfast

BD hotline

Would you like to do business with us? The number for our Business Development Hotline is:

- 1300 550 868

Customer Service Centre

Would you like to move your car with us? Why not ring our Customer Service Centre at:

- 13 22 77 OR 13 CARS

Quick link

- [Web Services](#) for all online applications

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DISCLAIMER PRIVACY STATEMENT

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1. Logon to the Internet & open your Internet browser. (eg. Internet Explorer or Netscape)

2. In the address field type:
<http://au.cevalogistics.com>

3. Scroll down to the Quick Link box and click 'Web Services'

4. Click on 'Holden – Claims'

The screenshot shows the 'Welcome To CEVA Logistics - Web Services' page. On the left, there is a sidebar with various links. One of the links, 'Holden - Claims', is highlighted with a red arrow pointing from the text above it.

CEVA Logistics - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

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Address http://203.26.190.149/

Supply Chain Solutions

Readers Digest
Holden - Claims
Holden - SCEM
TEMS
Pirelli Tyres
VIMS Business Solutions
PARTS Web Services
Michelin CTS

Track and Trace

Parts
Michelin
Komatsu
ECP
IPSTS
Prysmian

Vehicle Logistics

Track and Trace
Account Customer's Login

Intranet

Service Management

Welcome To CEVA Logistics - Web Services

CEVA Logistics - Web Service is comprised of an array of customised supply chain technologies that enables us to effectively manage complex supply chains needs of our customers.

Supply Chain Solutions

CEVA Logistics designs and executes logistics activities across the entire supply chain. These include inbound logistics, manufacturing support, outbound logistics and distribution, as well as the aftermarket services for spare parts and returns.

We challenge the way our clients operate in order to create a leaner operation with a better bottom line.

Our supply chain designers and experienced operations staff analyse the entire supply chain, from the time our clients order raw materials to the moment they deliver an end product.

Track and Trace

Track and Trace is an important part of our supply chain solutions.

It provides a platform for our partners to access real-time information about the consignment. The information is provided to our supply chain partners via customised view.

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CL Home Page - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

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Address http://ogwebprod.tnt.com.au/holden.htm Go Links >

HOLDEN - DEALER ONLINE CLAIMS

ceVA Home

DEALER ONLINE CLAIM

HOLDEN DRIVE ON

User ID:
Password: Login

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Done Internet

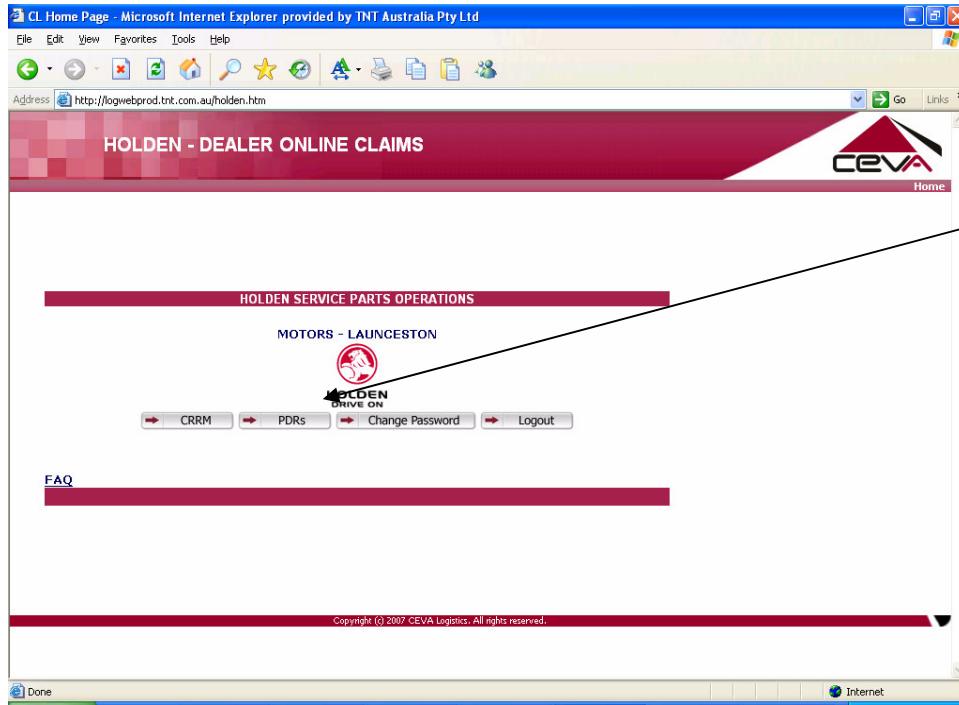
5. Type in your user name and password and click 'Login'



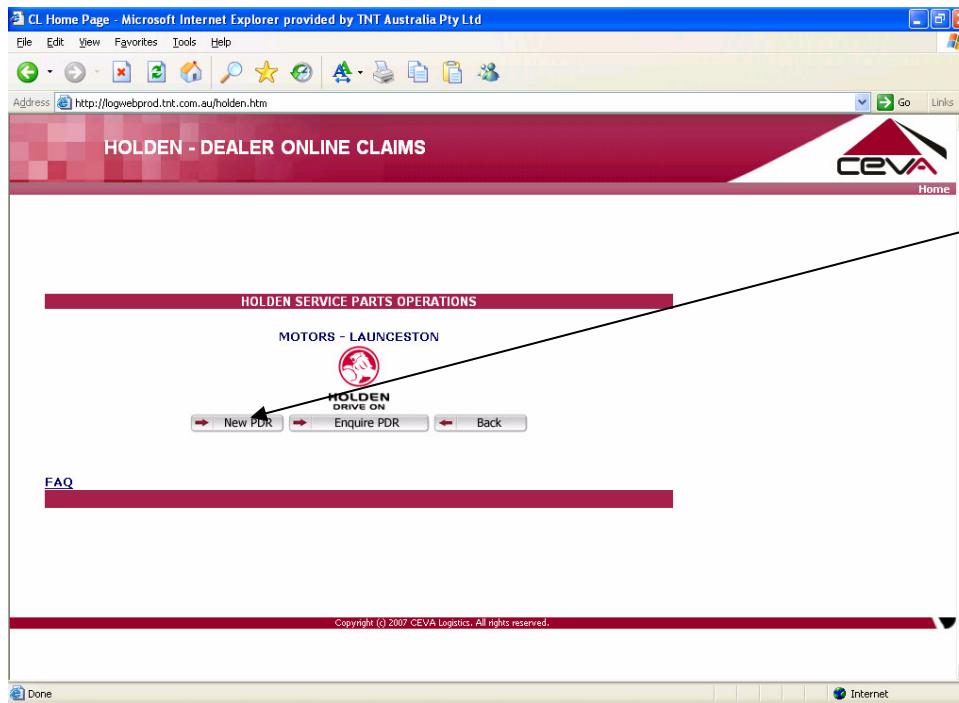
2. LODGE A PDR

Entering in a PDR is straightforward, follow the below directions for detailed instructions.

2.1 CREATE A PDR CLAIM



1. At the Main Menu, click on the “*PDR*” button.



2. The PDR Menu will be displayed. Click on “*New PDR*”



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http://logwebprod.tnt.com.au - HSP0 - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW PDR

ceva

Dealer: MOTORS - LAUNCESTON Contact: []

HOLDEN DRIVE ON

Del Ind	PDR Type	Part No	Part Desc	Qty Chrg	Qty Recv	Qty Rtn	Unit Cost	Order No	Case	Connote	Line ID	Sup in Lieu of Line
<input type="checkbox"/>												1

Notes: []

Add New PDR Line Delete PDR Line Submit PDR Close

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Done Internet

3. A new pop up menu will appear containing the PDR entry form



2.2 PDR TYPES

Dealers can have many different reasons as to why a PDR credit/invoice is being requested. All PDRs however will fall into the following categories.

1. Over Supply

Parts which were ordered, however a greater quantity was supplied than was invoiced.
(eg. Invoiced for 10, but received 11)

2. Under Supply

Parts which were ordered, however a lower quantity was supplied than that invoiced.
(eg. Invoiced for 6, but received 5)

3. Supplied in Lieu

A part which was supplied but not ordered, and the dealer believes relates to a corresponding under supply.

(eg. Part was not invoiced, but the dealer received 7, and the dealer believes this related to an under supply for 2 parts on another PDR line). A supplied in lieu claim must accompany a under supply claim.

4. Not Ordered

A part which was supplied but not ordered

(eg. The dealer ordered 10 different part numbers but received 11 different part numbers)

These 4 PDR types can be selected using the Online PDR Process as demonstrated in the screen below.

2.3 ENTERING A PDR

To enter in a PDR, follow the steps below:

<http://logwebprod.tnt.com.au> - HSPO - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW PDR

Dealer: MOTORS - LAUNCESTON

Contact:

Del Ind	PDR Type	Part No	Part Desc	Qty Chrg	Qty Recv	Qty Rtn	Unit Cost	Order No	Case	Connote	Line ID	Sup In Lieu of Line
<input type="checkbox"/>											1	
Notes: <input type="text"/>												
<input type="button" value="Add New PDR Line"/> <input type="button" value="Delete PDR Line"/> <input type="button" value="Submit PDR"/> <input type="button" value="Close"/>												

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Done Internet

1. Enter in your name
2. Complete the details relating to the picking discrepancy.

<http://logwebprod.tnt.com.au> - HSPO - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW PDR

Dealer: MOTORS - LAUNCESTON

Contact:

Del Ind	PDR Type	Part No	Part Desc	Qty Chrg	Qty Recv	Qty Rtn	Unit Cost	Order No	Case	Connote	Line ID	Sup In Lieu of Line
<input type="checkbox"/>	OVER SUPPLY	123458	hood	1	0	0	508.63	1258+	64468	CN5983	1	
Notes: <input type="text"/>												
<input type="button" value="Add New PDR Line"/> <input type="button" value="Delete PDR Line"/> <input type="button" value="Submit PDR"/> <input type="button" value="Close"/>												

MANDATORY FIELDS

OPTIONAL FIELDS

IF PDR IS SUPPLIED IN LIEU THIS FIELD IS MANDATORY

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Done Internet

3. Ensure all necessary field are completed



Picking Discrepancy Reports



The below fields are mandatory:

- Contact [Full Name of the person lodging the claim]
- PDR Type
- Part No
- Part Description
- Qty Charged
- Qty Received
- Qty Returning
- Unit Cost [The price you paid for the part]
- Order No issued by HSPO that appears on next to the part line on your packing slip.
[The HSPO order no, is not required for “Not Ordered” PDRs]
- Case number
- Supplied in Lieu (for Supplied in Lieu claims only)

*Note: Any “leading” zeros should not be keyed when entering in the case number.
For example, case number “0654123” should be entered in as “654123”*

2.4 ADD A NEW CLAIM LINE

http://logwebprod.tnt.com.au - HSPO - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW PDR

Dealer: MOTORS - LAUNCESTON

Contact: henry

ceva

Del Ind	PDR Type	Part No	Part Desc	Qty Chrg	Qty Recv	Qty Rtn	Unit Cost	Order No	Case	Connote	Line ID	Sup in Lieu of Line
<input type="checkbox"/>	OVER SUPPLY	123458	hood	0	1	0	508.62	1258+	64468	CN5983	1	
Notes:												
<input type="checkbox"/>												2
Notes:												
<input type="button" value="Add New PDR Line"/> <input type="button" value="Delete PDR Line"/> <input type="button" value="Submit PDR"/> <input type="button" value="Close"/>												

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Internet

1. After Entering the Data for the Current PDR Line Click on the “Add New PDR Line” Button.

2. Repeat Step 1 as required until all the PDR claims are entered into the system.



2.5 DELETE A PDR LINE

1. In The “*Del Ind*” column Click in the “*Check Box*” next to line to be deleted.

NOTE: Multiple lines can be selected.

- 2. To delete the selected line/s click on the “*Delete Claim Line*” Button.

http://logwebprod.tnt.com.au - HSPO - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW PDR



Dealer:MOTORS - LAUNCESTON **Contact:**

Del Ind	PDR Type	Part No	Part Desc	Qty Chrg	Qty Recv	Qty Rtn	Unit Cost	Order No	Case	Connote	Line ID	Sup in Lieu of Line
<input type="checkbox"/>	OVER SUPPLY	123458	hood	0	1	0	508.63	1258+	64468	CN5983	1	
Notes: <input type="text"/>												

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 Done  Internet

The screen will be updated with the selected PDR's now deleted.

Note: After deleting a PDR line, ensure that any “Supplied in Lieu” line references still refer to the corresponding “Under supply”. Update the line reference if necessary



2.6 “SUPPLIED IN LIEU” PDR

As stated earlier a “Supplied in Lieu” PDR should be used when the dealer believes some parts which were not ordered, were supplied “instead of” another line which was under supplied.

To make a PDR claim for the above example the following steps should be made:

1. The parts which were ordered but not supplied should be claimed as **UNDER SUPPLY**
2. The parts which were supplied “instead of” should be claimed as **SUPPLIED IN LIEU**
3. The supplied in lieu parts should then be referenced to the PDR claim line for the under supplied parts by entering the line number

Del Ind	PDR Type	Part No	Part Desc	Qty Chrg	Qty Recv	Qty Rtn	Unit Cost	Order No	Case	Connect	Line ID	Sup in Lieu of Line
<input type="checkbox"/>	SUPPLIED IN LIEU	328438	HOOD	0	1	1	425.85	35843	48831	15832	2	<input type="checkbox"/>
Notes:												
<input type="checkbox"/>	UNDER SUPPLY	584381	HOOD	2	0	0	450.58	35843	48831	15832	2	<input type="checkbox"/>
Notes:												



Picking Discrepancy Reports



2.7 SUBMIT THE PDR

http://logwebprod.tnt.com.au - HSPO - Microsoft Internet Explorer provided by TNT Australia Pty Ltd

HOLDEN SERVICE PARTS OPERATIONS - NEW PDR

Dealer: MOTORS - LAUNCESTON Contact: BORRIS

Notes:

Del Ind	PDR Type	Part No	Part Desc	Qty Chrg	Qty Recv	Qty Rtn	Unit Cost	Order No	Case	Commote	Line ID	Sup in Lieu of Line
<input type="checkbox"/>	SUPPLIED IN LIEU	328438	HOOD	0	1	1	425.85	35843	48831	15832	1	2
<input type="checkbox"/>	UNDER SUPPLY	584381	HOOD	2	0	0	450.58	35843	48831	15832	2	

Add New PDR Line Delete PDR Line Submit PDR Close

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1. After the PDR has been entered, Submit the PDR by clicking on the “Submit PDR” button.

2. A new screen will appear confirming that the PDR has been lodged.

The PDR is issued with a reference number.

A printout of the PDR can be generated by clicking on the “Print” button

The lodging of the PDR is now complete.



Picking Discrepancy Reports



3. PDR ENQUIRY

3.1 PERFORM ENQUIRY

CL Home Page - Microsoft Internet Explorer provided by TNT Australia Pty Ltd
File Edit View Favorites Tools Help
Address http://logwebprod.tnt.com.au/holden.htm
HOLDEN - DEALER ONLINE CLAIMS
ceva Home
HOLDEN SERVICE PARTS OPERATIONS
MOTORS - LAUNCESTON
HOLDEN DRIVE ON
New PDR Enquire PDR Back
FAQ
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1. On the PDR Main Menu Click on the “*Enquire Claim*” button.

http://logwebprod.tnt.com.au - HSP0 - Microsoft Internet Explorer provided by TNT Australia Pty Ltd
HOLDEN SERVICE PARTS OPERATIONS - PDR ENQUIRY
ceva
HOLDEN DRIVE ON
PDR No: (or) From Date: 17 Apr 2008 To Date: 17 Apr 2008 Go Close
PDR Type: ALL PDR Status: ALL
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2. You are now presented with the PDR enquiry Screen.

Enquiries can be made by:

- PDR No
- Date Range
- PDR Type
- PDR Status

To run the inquiry click on the “*Go*” button.

3. The enquiry results are now displayed.

3.2 CLAIM STATUS DEFINITIONS

The enquiry screen provides information on what stage the PDR is at during processing. The various stages are:

1. TO BE PROCESSED

The PDR has been received and is pending system processing and validation.

2. UNDER REVIEW

The PDR has been submitted to HSPO for investigation

3. APPROVED

The PDR has been processed and accepted.

4. INSPECTION REQUIRED

The PDR has been accepted and the over supplied part(s) will be inspected by a CRRM assessor and facilitated back to HSPO.

5. REJECT INVALID DATA

The PDR has been rejected by HSPO due to insufficient/incorrect order data

6. REJECT INVALID PART NO

The PDR has been rejected by HSPO as the part number is wrong

7. REJECT INVALID ORDER NO

The PDR has been rejected by HSPO as the order number is wrong

8. REJECT PART & ORDER NO VARY

The PDR has been rejected by HSPO as the Part number does not appear on the order number supplied.

9. REJECT ORDER NUMBER TOO OLD

Order number provided was delivered to dealer more than 15 working days before.

10. PICKUP CONFIRMED

The part has been received by the CEVA Logistics Reverse Logistics Co-ordinator.



Picking Discrepancy Reports



4. PDR TEMPLATE

The below template has been designed to assist in the data capture of PDR incidents prior to being entered into the online PDR system. A softcopy version of this template is available on request.

HSPO Picking Discrepancy Reporting Template

